



# COMPANY POLICY

**TITLE: FEE POLICY**

|                       |   |
|-----------------------|---|
| <p><b>Purpose</b></p> | <p><b>STATEMENT OF COMMITMENT</b></p> <p>South Coast Gymnastics Academy is committed to providing an up-to-date facility with the highest quality equipment and services. To achieve these objectives, the club must implement fees and charges for its services and facilities.</p>  |
| <p><b>Policy</b></p>  | <p><b>POLICY APPLICATION</b></p> <p>This policy applies to the South Coast Gymnastics Academy Board of Management, staff, volunteers and all users of the club's facilities and classes.</p> <p><b>POLICY COVERAGE</b></p> <p>This policy serves to cover all fee development, invoicing, collection and receipts for South Coast Gymnastics Academy.</p> <p><b>ROLES AND RESPONSIBILITIES</b></p> <p><b>Operational Team Members</b></p> <ul style="list-style-type: none"> <li>• Determine the fees for each calendar year.</li> <li>• Determine the procedures for invoicing, collecting and receipting the fees.</li> <li>• Determine the procedures for collecting overdue fees.</li> </ul> <p><b>Operational Team Manager</b></p> <ul style="list-style-type: none"> <li>• Ensures all staff are following the correct procedures.</li> <li>• Handle any disagreements, arguments and complaints associated with fees, payments and refunds.</li> <li>• Approve all refunds.</li> </ul> <p><b>Staff &amp; Volunteers</b></p> <ul style="list-style-type: none"> <li>• Write and send invoices.</li> <li>• Collect and receipt fees.</li> <li>• Provide up-to-date records of received and outstanding fees and payments.</li> </ul> <p><b>Members</b></p> <ul style="list-style-type: none"> <li>• Responsible for payment of all fees owed to South Coast Gymnastics Academy as per the rules outlined in this policy. Entry into any program confirms the member's acceptance of the SCGA Fees Policy.</li> </ul> |

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**SOUTH COAST GYMNASTICS ACADEMY**

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## POLICY RULES, BREACHES AND CONSEQUENCES

### DETERMINING THE FEES

The Operational Team will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:

- Viability of classes offered.
- Range of activities available to the public.
- Insurances and affiliation.
- Employment and wages.
- Operational costs.
- Maintenance and upgrades to current facilities.

Any changes in fees for the forthcoming year will be distributed to the members each six months, June and December.

### ACCOUNTS

The below identifies different account groups that utilise the clubs facilities. Invoicing is determined according to these groups.

- **Members**

Members fall into 3 categories for invoicing – Casual Accounts, Monthly Installments GFA (not including holiday training) and Monthly Installments SQUAD (Including Holiday training).

- **Casual Accounts** are available only to all GFA & Free G classes. Casual members are required to pre book all lessons subject to availability. Total weeks available for casual visits in 2024 is 41 weeks.
- **Monthly Installments GFA** are those members who participate in gymnastics for all based classes. These programs do not train regular hours during the school holidays and will only be charged the weeks that the class is operating during the school term. Total weeks included for 2024 is 41 weeks. These classes include the following programs:
  - Little Steps Kindergym GFA Classes
    - Nappy Chasers GFA
    - Toddler Pacers GFA
    - Preschool Racers GFA
  - Gymnastics For All Classes
    - Junior GFA
    - Intermediate GFA
    - Intermediate Plus GFA
    - Senior GFA
    - Adult GFA Classes
  - Specialty Classes
    - Performance Gymnastics
    - TeamGym
    - Tramp & Tumble GFA
    - Mini Ninjas GFA
    - Free G
  - Development Squads
    - Girls Pink Squad
    - Girls & Boys Yellow Squad
- **Monthly Installments SQUAD** are those members who participate in squad based classes. These programs commence training regular hours during 3 weeks of the January school holidays as well as 1 week of the April, July and September school holidays. They will be charged the weeks that the class is operating during the school holidays as well as the term. Total weeks included for 2024 is 47 weeks. These classes include the following programs:
  - MAG Squads
    - Green Squad
    - Red Squad
    - Blue Squad
  - WAG Squads
    - Green Squad
    - Red Squad
    - Blue Squad

All members must pay the annual SCGA Registration fee that covers the Gymnastics Affiliation Fee as well as Insurance for the participant. This fee cost will be relevant to their type of program they are enrolled in, which is non-refundable.

- **General Community**

This covers all other community groups, sporting bodies, gymnastics clubs and other companies wishing to hire the club's facilities, join a program or event held at SCGA or utilise the clubs staff and/or coaches.

- **Other**

This covers all other fees associated with gymnastics programs, such as but not limited to events, SCGAshop, uniforms, parties, holiday programs, private lessons, once off visits etc.

### **ACCOUNTS PAYMENT**

Due to rising costs of many services in running the club, SCGA will be increasing the tuition charges and other associated costs for all programs, twice in 2024. The first increase will incur for all programs, events and other associated costs operating from January to June. The second increase will occur for all programs, events and other associated costs operating from July to December. A copy of the membership fee structure can be found in APPENDIX A of this policy. A copy of the class fee structure can be found in APPENDIX B+C of this policy.

#### **Casual Accounts**

- Casual Account members will be required to enrol for every casual lesson they wish to attend prior to commencement of class.
  - Enrolments are subject to availability.
  - This payment method will only be available to classes categorized in the Monthly Installment GFA group.
  - Each casual visit will incur a casual fee depending on which program they are booking for. All casual fees are due by the commencement of each visit.
  - A current SCGA Membership fee is also due if the casual visits attended exceed 4 weeks of the current calendar year.
  - Card or bank details will be required to be placed on file for casual accounts of more than one lesson. Payment will then be deducted on the 1st of every month. If you wish to pay with a different payment method than details provided on your account or have a query regarding the statement, you are welcome to discuss with reception before the due date of the 1st of the month.
  - Fees may apply for any failed attempts for payment transactions on the 1st of the month for declined, incorrect details or insufficient funds.
  - Active Kids or Creative Kids vouchers are not redeemable for Casual Accounts unless there is a minimum of 5 visits booked in.
  - A copy of the membership fee structure can be found in APPENDIX A of this policy.
  - A copy of the class fee structure can be found in APPENDIX B+C of this policy.
- **Monthly Installments GFA**
    - All members will be required to re enrol each year by the first training day of the year to guarantee their position. The first training day in 2024 for GFA based classes is Monday the 29th of January. Any enrolments made after this date will be subject to availability and may be placed on a waiting list.
    - Once enrolled by this date, the member will be automatically enrolled for the entire year (excluding school holidays, public holidays and gym closures). There will be 4 terms in the year with 11 weeks of training in term 1 and 10 weeks of training in terms 2, 3, and 4. Each of the 4 term dates can be found on all fact sheet information, on our website or by contacting the front office. Enrolments for the following year will need to be processed respectively.
    - Fees for each month will be calculated based on how many lessons are operating within that month. Most months have 4 lessons but some may have 2, 3 or 5 depending on where your class day falls.
      - For example, in 2024 there are 4x Tuesday sessions in the month of February but 5x Thursday sessions within that same month. Therefore Tuesday classes will pay 4 lessons and Thursday classes will pay 5 lessons in the month of February.

- All Monthly installment payments are required to be paid by the first day of the month. Payments will also be made available at times where classes are not operating such as throughout the school holidays (unless closure of facility).
- A pro rata fee is charged for all members enrolling part way through a month.
- Participation in all other programs, events, holiday training, KidzBreak Holiday Clinics, etc are not included in the monthly installment GFA fee and will incur a separate fee.
- Card or bank details will be required to be placed on file for monthly installment accounts of more than one lesson. Payment will then be deducted on the 1st of every month. If you wish to pay with a different payment method than details provided on your account or have a query regarding the statement, you are welcome to discuss with reception before the due date of the 1st of the month.
- Fees may apply for any failed attempts for payment transactions on the 1st of the month for declined, incorrect details or insufficient funds.
- Active Kids or Creative Kids vouchers are redeemable for members enrolled in classes which operate with Monthly installments (must be enrolled for the year and complete at least 5 sessions and are non refundable).
- A copy of the membership fee structure can be found in APPENDIX A of this policy.
- A copy of the class fee structure can be found in APPENDIX B+C of this policy.

- **Monthly Installments SQUAD**

- All members will be required to re enrol each year by the first training day of the year to guarantee their position. The first training day in 2024 for SQUAD based classes is Monday the 8th of January. Any enrolments made after this date will be subject to availability and may be placed on a waiting list.
- Once enrolled by this date, the member will be automatically enrolled for the entire year including 3 weeks of the January school holidays and 1 week of the April, July and September School holidays (excluding public holidays and gym closures). All class dates can be found on all fact sheet information, on our website or by contacting the front office. Enrolments for the following year will need to be processed respectively.
- Fees for each month will be calculated based on how many lessons are operating within that month. Most months have 4 lessons but some may have 2, 3 or 5 depending on where your class day falls.
  - For example, in 2024 there are 4x Tuesday sessions in the month of February but 5x Thursday sessions within that same month. Therefore Tuesday classes will pay 4 lessons and Thursday classes will pay 5 lessons in the month of February.
- All Monthly installment payments are required to be paid by the first day of the month. Payments will also be made available at times where classes are not operating such as throughout the school holidays (unless closure of facility).
- A pro rata fee is charged for all members enrolling part way through a month.
- Participation in all other programs, events, holiday training, KidzBreak Holiday Clinics, etc are not included in the monthly installment SQUAD fee and will incur a separate fee.
- Card or bank details will be required to be placed on file for monthly installment accounts of more than one lesson. Payment will then be deducted on the 1st of every month. If you wish to pay with a different payment method than details provided on your account or have a query regarding the statement, you are welcome to discuss with reception before the due date of the 1st of the month.
- Fees apply for any failed attempts for payment transactions on the 1st of the month for declined, incorrect details or insufficient funds.
- Active Kids or Creative Kids vouchers are redeemable for members enrolled in classes which operate with Monthly installments (must be enrolled for the year and complete at least 5 sessions and are non refundable).
- A copy of the membership fee structure can be found in APPENDIX A of this policy.
- A copy of the class fee structure can be found in APPENDIX B+C of this policy.

- **SCGA Registration Fee (Gymnastics Affiliation Fee + Insurance)**
  - This fee will be paid by all members upon enrolment in their retrospective program and will be required to be paid annually each year depending on their program they are enrolled into. This is a non-refundable fee.
  - There are three types of registration categories applicable for SCGA programs.

| Kindergym classes   | GFA Programs  | SQUAD Programs  |
|---|---|---|
| 12 month fee = \$70                                       | 12 month fee = \$85                                       | 12 month fee = \$150                                    |
| Subsidised fee (enrollment after July 1st 2024) = \$60    | Subsidised fee (enrollment after July 1st 2024) = \$65    | Subsidised fee (enrollment after July 1st 2024) = \$125 |
| Subsidised fee (enrollment after October 1st 2024) = \$30 | Subsidised fee (enrollment after October 1st 2024) = \$35 | X   |

- **General Community Accounts**
  - Invoices will be issued upon confirmation of the event/contract, unless otherwise determined by the Board of Management and must be paid by the due date on the issued invoice.

#### **PAYMENTS**

- SCGA is a member of the Active Kids & Creative Kids Government rebate. If you have applied for an Active Kids or Creative Kids voucher and wish to use your voucher at our club, you may do so by emailing a copy of the voucher/s you wish to use to administration. You will then have your voucher applied as a credit to your account fees (per voucher, per child). This must be done prior to the due date of your invoice otherwise card or bank details will be processed. Terms and conditions apply for use of Active Kids and Creative Kids Vouchers.
- Card or bank details will be required to be placed on file for all accounts enrolled in more than one lesson. Payment will then be deducted on the 1st of every month. If you wish to pay with a different payment method than details provided on your account or have a query regarding the statement, you are welcome to discuss with reception before the due date of the 1st of the month.
- Available account credited amounts will be applied to fees due, depending on what type of credit is available. Some credited amounts, such as Active Kids or Creative Kids vouchers are only redeemable for enrollments of 5 sessions or more and are non-refundable.
- SCGA Coupons, gift cards, KidzBreak Holiday Clinic Coupons etc, may be used as a form of payment (subject to terms and conditions). All gift cards and coupons must be supplied to the front office to be cited, processed and applied as a credit to your account prior to the due date of the charge otherwise payment will be processed via card or bank details on file. Terms and conditions apply for use of coupons and gift cards.
- All Monthly installment fees are required to be finalised on the 1st day of the month in which they are due. For those who register for classes after the 1st of the month, their fees will be due by the first lesson of their enrollment. Failure to make monthly installment or payment prior to first class will incur an administration notice fee of \$25 charged to your account.
- Family discounts are applicable to all class fee enrollment types (excluding casual bookings).
- There is no refund on class fees that have been confirmed, this includes no-shows, holiday leave or other absences. Medical exemption may be applicable upon request with sufficient evidence provided and must be processed within 30 days of missed session.
- General Community accounts are to be paid by the due date of the invoice emailed.

#### **LATE/OVERDUE FEES**

- Accounts not paid 7 days after the due date will be sent a late fee notice via email. This will incur a \$25 administration fee added to the invoice.
- Failure to make full payment within 14 days from the 1st of the month will incur a further \$25 late fee added to the account. All further participation in classes at the club will cease without refund, from this second notice until all overdue fees are paid in full. Failure to make payment in full by 21st of the month, accounts will be referred to the employment of a debt collection

agency and all costs associated from the hire of the collection agency will be passed onto the members account.

- If a member has had their SCGA registration cancelled, that account will not be allowed to participate in training, member events, competitions and other programs whilst fees are outstanding, unless a payment plan has been negotiated and approved in writing by SCGA Management.
- The club's Operational Team Manager can be contacted to discuss payment plans if required via email [admin@scga.com.au](mailto:admin@scga.com.au) or phoning 0242275722.

#### **CANCELLATION FEES**

- If you wish to withdraw your child/ren from ongoing gymnastics programs, we require a one month written notice (28 days) submitted to Office Administration (subject to the Voluntary Withdrawal clause). This can be done by request through our online portal or via email to administration. No cancellation fee will incur if a one month notice is given prior to withdrawal.
- Failure to give a one month written notification request to office administration by the time of withdrawal will result in a full month cancellation fee charged to your account.

#### **REFUNDS**

Non-attendance does not qualify for a refund or credit. This is determined at the discretion of the member, not by the Club.

- **Cancellation**
  - If a class is cancelled by the club, the club will offer make-up classes to compensate for the cancelled session to the best of their ability. These classes are subject to availability. If the make-up class cannot be held, a pro rata adjusted credit of fees will be made to your account, no refunds will be given.
- **Illness**
  - There is no refund for absence from classes due to illness (unless medical exemption applies). A pause/credit on fees may be requested in writing to the Office Administration if absence due to illness extends for more than two weeks. Any such claim must be accompanied by sufficient evidence including but not limited to a medical certificate from the medical practitioner as well as medical clearance to return to the sport.
- **Injury**
  - There is no refund for absence from classes due to injury (unless medical exemption applies). A pause/credit on fees may be requested in writing to the Office Administration if absence due to injury extends for more than two weeks. Any such claim must be accompanied by sufficient evidence including but not limited to a medical certificate from the medical practitioner as well as medical clearance to return to the sport.
- **Family Holidays**
  - Inability to attend due to holidays being taken during scheduled class times will not entitle the family to a refund, or credit at any time. This is determined at the discretion of the member, not by the club. Make-up classes can be made available for missed lessons due to holidays.
- **Ceasing at our Request**
  - If the club discontinues a program, withdraws a position or requests a member be removed from a program, the members' account will be given a pro rata adjusted credit or refund for the balance of fees.
- **Voluntary Withdrawal**
  - Should the member decide not to continue with their enrollment all outstanding fees associated with the member must be paid on exiting their program. A one month notice must be requested in writing to withdraw from any program. Failure to do so will incur **A one month cancellation fee from** the date of notifying the clubs Operational Team Manager via written letter or via the online customer portal.
- **Suspension**
  - Absence due to suspension as a disciplinary measure will not entitle the member to any refund or credit as a position in the class is being held for that person

|                    |   |
|--------------------|---|
|                    | <p>whilst on suspension. Should the member withdraw from the program during a period of suspension, the usual Voluntary Withdrawal Policy will apply (see above).</p> <ul style="list-style-type: none"> <li>● <b>Clothing and Merchandise</b> <ul style="list-style-type: none"> <li>○ No refunds or credit will be given for merchandise or clothing purchased in the club. However, exchanges may be made within a 14 day period if goods are damaged.</li> <li>○ No items will be issued without payment in full.</li> <li>○ Returned items in a sufficient condition approved via the Operational Team Manager may be applied as a credit towards members fees at 50% reduction of the purchase price.</li> </ul> </li> </ul> <p><b>CONFIDENTIALITY AND REPORTING</b></p> <p>The South Coast Gymnastics Academy management and administration responsible for implementing this policy will keep confidential the names and details of all members and their payments unless disclosure is necessary for entry to competitions, insurance purposes, or as part of the disciplinary or corrective process in the event of a breach of policy.</p> <p>A report of all received and outstanding fees will be completed by the club administrators at the end of each month and provided to the Operational Team Manager for review.</p> |
| <b>Responsible</b> | Management-Staff-Volunteers and Members   |

**POLICY VERSION AND REVISION INFORMATION**

Policy Authorised by: Liz Medway  
 Title: Operational Team Manager

Original issue: 30/11/2008

Policy Maintained by: Liz Medway/Shelly McGregor  
 Title: Operational Team Members

Current version: 16

Review date: End of each calendar year

**Approved:**

**Liz Medway**  
Operational Team Manager

**APPENDIX A**

| <b>SCGA 2024 Member Registration</b>   |  |                      |                  |
|--|--|----------------------|------------------|
|  | Full Year (Jan-Dec)  | Half Year (July-Dec) | Term 4 (Oct-Dec) |
| Kindergym classes                      | \$70   | \$60                 | \$40             |
| All GFA + WAG (Yellow+Green)           | \$85   | \$65                 | \$45             |
| WAG Squads (Red+Blue) MAG Squads (All) | \$150  | \$125                | X                |
| SCGA Membership benefits               | <ul style="list-style-type: none"> <li>● 5% discount on birthday parties</li> <li>● 5% discount on kidz break holiday programs (short or long day only)</li> <li>● Family discounts for class fees (not including privates or casuals)</li> <li>● Member discounts on promotional events</li> <li>● Invitation to attend competitions or events representing SCGA</li> </ul> |                      |                  |

## APPENDIX B

Example of monthly fee = weekly fee times by the amount of weeks in the month on your chosen day.

45min \$17.50 per week - Chosen day Tuesday - Feb 2024 = 4 weeks - Monthly fee is \$70.00

| 1st Increase - Fee Structure between January to June 2024 |             |  |   |                |
|---|-------------|--|---|----------------|
|   |             | MAG Squads, WAG Green, Red and Blue Squads | All other classes                           |                |
|   |             | People attending school holidays           | People not attending during school holidays | Casual Classes |
| Total weeks training during the year                      |             | 47 weeks total                             | 41 weeks total                              | 41 weeks       |
| GST   |             | inc gst                                    | inc gst                                     | incl gst       |
| Cost 45 minutes a week                                    | weekly rate | X  | \$17.50                                     | \$20.00        |
| Cost 1 hour a week  | weekly rate | X  | \$20.00                                     | \$25.00        |
| Cost 1.5 hours a week                                     | weekly rate | X  | \$27.75                                     | \$32.00        |
| Cost 2 hours a week                                       | weekly rate | \$29.00                                    | \$32.00                                     | \$37.00        |
| Cost 2.5 hours a week                                     | weekly rate | \$35.00                                    | \$38.75                                     | \$42.00        |
| Cost 3 hours a week                                       | weekly rate | \$40.00                                    | \$45.60                                     | \$50.00        |
| Cost 3.5 hours a week                                     | weekly rate | \$45.15                                    | \$50.00                                     | \$55.00        |
| Cost 4 hours a week                                       | weekly rate | \$50.00                                    | \$56.00                                     | X              |
| Cost 4.5 hours a week                                     | weekly rate | \$55.50                                    | \$60.00                                     | X              |
| Cost 5 hours a week                                       | weekly rate | \$60.00                                    | \$65.00                                     | X              |
| Cost 5.5 hours a week                                     | weekly rate | \$65.45                                    | \$70.95                                     | X              |
| Cost 6 hours a week                                       | weekly rate | \$70.00                                    | \$75.00                                     | X              |
| Cost 7 hours a week                                       | weekly rate | \$79.80                                    | X   | X              |
| Cost 7.5 hours a week                                     | weekly rate | \$82.50                                    | X   | X              |
| Cost 9 hours a week                                       | weekly rate | \$94.50                                    | X   | X              |
| Cost 10 hours a week                                      | weekly rate | \$100.00                                   | X   | X              |
| Cost 10.5 hours a week                                    | weekly rate | \$101.85                                   | X   | X              |
| Cost 12 hours a week                                      | weekly rate | \$108.00                                   | X   | X              |
| Cost 12.5 hours a week                                    | weekly rate | \$110.00                                   | X   | X              |
| Cost 14 hours a week                                      | weekly rate | \$119.00                                   | X   | X              |
| Cost 15 hours a week                                      | weekly rate | \$124.95                                   | X   | X              |
| Cost 18 hours a week                                      | weekly rate | \$144.00                                   | X   | X              |
| Cost 21 hours a week                                      | weekly rate | \$157.50                                   | X   | X              |



## APPENDIX C

| 2nd Increase - Fee Structure between July to December 2024 |             |  |   |                |
|--|-------------|--|---|----------------|
|  |             | MAG Squads, WAG Green, Red and Blue Squads | All other classes                           |                |
|  |             | People attending school holidays           | People not attending during school holidays | Casual Classes |
| Total weeks training during the year                       |             | 47 weeks total                             | 41 weeks total                              | 41 weeks       |
| GST  |             | inc gst                                    | inc gst                                     | incl gst       |
| Cost 45 minutes a week                                     | weekly rate | X  | \$18.50                                     | \$22.00        |
| Cost 1 hour a week   | weekly rate | X  | \$22.00                                     | \$27.00        |
| Cost 1.5 hours a week                                      | weekly rate | X  | \$30.00                                     | \$34.00        |
| Cost 2 hours a week  | weekly rate | \$31.00                                    | \$35.00                                     | \$39.00        |
| Cost 2.5 hours a week                                      | weekly rate | \$37.50                                    | \$41.25                                     | \$45.00        |
| Cost 3 hours a week  | weekly rate | \$43.00                                    | \$48.60                                     | \$52.00        |
| Cost 3.5 hours a week                                      | weekly rate | \$48.65                                    | \$56.00                                     | \$57.00        |
| Cost 4 hours a week  | weekly rate | \$54.00                                    | \$60.00                                     | X              |
| Cost 4.5 hours a week                                      | weekly rate | \$60.00                                    | \$64.50                                     | X              |
| Cost 5 hours a week  | weekly rate | \$65.00                                    | \$70.00                                     | X              |
| Cost 5.5 hours a week                                      | weekly rate | \$70.95                                    | \$76.45                                     | X              |
| Cost 6 hours a week  | weekly rate | \$76.00                                    | \$81.00                                     | X              |
| Cost 7 hours a week  | weekly rate | \$86.80                                    | X   | X              |
| Cost 7.5 hours a week                                      | weekly rate | \$90.00                                    | X   | X              |
| Cost 9 hours a week  | weekly rate | \$103.50                                   | X   | X              |
| Cost 10 hours a week                                       | weekly rate | \$110.00                                   | X   | X              |
| Cost 10.5 hours a week                                     | weekly rate | \$112.35                                   | X   | X              |
| Cost 12 hours a week                                       | weekly rate | \$120.00                                   | X   | X              |
| Cost 12.5 hours a week                                     | weekly rate | \$122.50                                   | X   | X              |
| Cost 14 hours a week                                       | weekly rate | \$133.00                                   | X   | X              |
| Cost 15 hours a week                                       | weekly rate | \$140.00                                   | X   | X              |
| Cost 18 hours a week                                       | weekly rate | \$162.00                                   | X   | X              |
| Cost 21 hours a week                                       | weekly rate | \$178.50                                   | X   | X              |